

 ageLOC.

LumiSpa[®] iO

SYSTEM

Input smart skincare

Output radiant, healthy-looking skin



General

WHERE CAN I DOWNLOAD THE NU SKIN VERA APP?

For iOS users:

Download the VERA app from App Store. You can also scan the



For Android users:

Download the VERA app from Google Play. You can also scan the



HOW CAN I CREATE A NU SKIN ACCOUNT?

1. On the main Vera welcome screen, choose the option 'Sign Up'
2. Enter the ID of the Brand Affiliate that referred you to Vera or tap on the link 'I don't have a sponsoring Brand Affiliate ID' if no one referred you
3. Fill out the form and click submit
4. After submitting the form, you will be asked to log in with your username and password

WHY DO I HAVE TO LOG IN BEFORE I CAN ACCESS MY CONNECTED DEVICE?

Features such as Usage Tracking and Customised Skin Care Routines are dependent on associating data with your log-in details. In addition, updating your device firmware requires a user log in to function.

HOW CAN I TAKE A SELFIE USING THE VERA APP?

Go to the Selfie Timeline either from the home page or from the 'My profile' page. Follow the guidelines to get the best selfie to track your skin's progress over time.

HOW CAN I COMPARE TWO SELFIES ON THE VERA APP TO SEE THE PROGRESS?

1. In the 'Selfie Timeline' section, select the option to 'Compare Selfies'
2. Select the selfies you would like to compare and tap 'Analyse Selfies'

Pairing and Connectivity

HOW DO I PAIR MY AGELOC LUMISPA IO DEVICE WITH NU SKIN VERA APP?

1. Make sure Bluetooth® is enabled on your phone, and your LumiSpa is powered OFF
2. Open the Nu Skin Vera app (if you do not have Vera, please download it now – follow steps in #1)
3. Sign in with your Nu Skin Account
4. Tap ‘Devices’ on the navigation bar
5. Tap ‘Pair New Device’
6. Agree to the Terms & Conditions and tap ‘Continue’
7. Tap ‘Let’s Get Started’
8. Double press the power button on your LumiSpa iO to turn it ON
9. In the app, tap ‘Connect’
10. Then select your LumiSpa iO device to initiate the pairing sequence
11. If the pairing succeeds, you will see the Success screen
12. If the pairing fails, the Failure screen will appear; try pairing again
13. Once paired, the firmware on your LumiSpa iO device will be updated automatically. Your LumiSpa iO must be charging during this process to complete the update

WHAT SHOULD I DO IF EVEN AFTER FOLLOWING ALL THE STEPS FOR PAIRING, MY MOBILE DEVICE STILL CAN'T BE PAIRED?

1. Make sure you have the latest version of Vera installed on your phone, your LumiSpa iO is charged, turned on, and Vera is open. Don't close Vera during the pairing process
2. Check your phone's Bluetooth settings and if you see a LumiSpa, forget it
3. Perform a Bluetooth reset on your LumiSpa iO by placing the device on the charger and pressing the power button for 5 seconds. You will see a quick blue light appear once the reset is done
4. Try to pair again
5. If it fails again, repeat step 2
6. Perform a factory reset by placing the device on the charger and pressing the power button for 10 seconds. You will see a quick amber light appear once the reset is done
7. Try to pair again

WHAT SHOULD I DO IF THE PAIRING OF MY PHONE WITH VERA FAILS?

If all these steps fail, please see the User Manual for further resetting and servicing instructions.

WHAT DOES A BLUETOOTH RESET DO?

A Bluetooth reset will “forget” all Bluetooth connections on your LumiSpa iO. It is done by attaching the charger to the device and holding the power button for 5 seconds. Your device will vibrate and the LED lights will flash blue when the reset is done.

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WHAT DOES A FACTORY RESET DO?

A factory reset clears all bluetooth connections, user data*, and Customised Skin Care Routines from your LumiSpa iO. It is done by attaching the charger to the device and holding the power button for 10 seconds. Your device will vibrate and the LED lights will flash amber when the factory reset is done.

*Some user data such as diagnostic logs for warranty purposes will remain on the device after a factory reset.

HOW DO I KNOW MY LUMISPA IO IS CONNECTED TO VERA?

After you pair your device you will see a card with LumiSpa iO-XXXX on the main device page. It will tell you if your LumiSpa iO is connected (turned on), charging (charger is connected), or in standby mode (zzz). Once you have paired your Lumi iO in Vera, you can access all of the connected features such as Customised Skin Care Routines, Usage Tracking, Silicone Head replacement badges, and so on.

CAN I CONNECT MY PHONE WITH MORE THAN ONE LUMISPA IO?

Yes. There is no limit to the number of LumiSpa iOs you can connect to your phone.

Note: Usage is tied to the account and not to the individual LumiSpa iO. This means you will see the combined usage on the Usage Tracker if more than one device is paired on one account.

CAN I CONNECT MY LUMISPA IO TO MORE THAN ONE PHONE?

No. Because LumiSpa iO has personal and customised data, you can only connect it to one phone, using one account. If you need to pair it to a different phone using the same account, you will need to do a Bluetooth reset by attaching the charger to the device and pressing the power button for 5 seconds. Your device will vibrate and the LED lights will flash blue when the reset is done.

If you need to pair your LumiSpa iO to a different phone and a different account, you will need to do a factory reset by attaching the charger to the device and pressing the power button for 10 seconds. Your device will vibrate and the LED lights will flash amber when the reset is done. A factory reset clears all Bluetooth connections, user data*, and Customised Skin Care Routines from your LumiSpa iO.

*Some user data such as diagnostic logs for warranty purposes will remain on the device after a factory reset.

I HAVE A NEW PHONE, HOW CAN I PAIR MY DEVICE TO MY NEW PHONE?

You will need to do a Bluetooth reset on your LumiSpa iO before trying to pair to the new phone. You can do this by placing the device on the charger and pressing the power button for 5 seconds. You will see a quick blue light appear once the reset is done.

I HAVE A NEW PHONE, WHAT CAN I DO TO MAKE SURE I KEEP ALL MY DATA ON THE APP AND TRANSFER IT TO MY NEW PHONE?

Your LumiSpa iO data is attached to your user account. Simply log in with your Nu Skin account and your data will be available on your new phone.

Note that selfies in the Selfie Timeline are only stored on the current phone. There is currently no way of doing this with the Vera app but you can do so how you would usually transfer your pictures from an old phone to a new one.

I WANT TO GIVE MY PHONE TO A FRIEND/FAMILY MEMBER, HOW CAN I ERASE MY DATA FROM THE APP?

Log out of your account in Vera by going to the 'Account settings' section and choose 'Sign Out'.

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WE JUST BOUGHT MULTIPLE LUMISPA IO DEVICES FOR OUR FAMILY AND WE WANT TO MAKE SURE WE ARE PAIRING THE RIGHT DEVICE WITH THE RIGHT MOBILE PHONE. HOW CAN WE MAKE THE DIFFERENCE BETWEEN DEVICES WHILE PERFORMING THE PAIRING?

It is recommended to turn on one LumiSpa iO at a time and then pair. If you see multiple LumiSpa iO's in the devices list, take off the Silicone Head and find the serial number on the device. It will say "SN:XXXXXXXX". The last 4 digits of the serial number will match what is shown in Vera on the device selection page.

Skincare Routine

HOW CAN I FIND THE SYNCHRONISED SKIN CARE ROUTINE ON MY APP?

1. Select your paired LumiSpa iO from the Devices page
2. Tap on the option 'Explore LumiSpa Routines'
3. The top 2 routines on the 'My Routines' tab are the default routines on the device. There is one that uses a cleansing head and one for the Accent Head. Both of these routines come preloaded on your LumiSpa iO.
4. To see what Nu Skin has provided, tap on 'Discover'

WHY ISN'T MY LUMISPA IO DOING ANYTHING WHEN I TRY TO START A ROUTINE FROM THE APP?

Is your LumiSpa iO turned on and connected to Vera? Your device must be turned on and connected to Vera to start a routine from the app. If it is not, double press the power button to turn it on.

Is the charger connected to your LumiSpa iO? Routines cannot be started when the charger is connected to the device.

CAN I ACTIVATE A SYNCHRONISED SKIN CARE ROUTINE DIRECTLY FROM THE APP?

Yes, you can activate a Synchronised Skin Care Routine by doing the following:

1. Select your paired LumiSpa iO from the 'Devices' page
2. Tap on the option 'Explore LumiSpa Routines'
3. Select the routine you would like to activate
4. Tap 'Start Session'

HOW CAN I CREATE MY OWN CUSTOMISED SKIN CARE ROUTINE AND SAVE IT ON MY APP?

1. Select your paired LumiSpa iO from the 'Devices' page
2. Tap on the option 'Explore LumiSpa Routines'
3. Tap 'Create New Routine'
4. Select an image for your custom routine
5. Type a name for your custom routine
6. Select the Silicone Head you would like to use
7. Choose application areas and the time you want to spend on each area
8. Once you've chosen your application areas, select 'Save Routine'
9. Your new routine will be available from 'My Routines'

HOW MANY CUSTOM ROUTINES CAN I CREATE?

There is currently no limit to the number of Customised Skin Care Routines you can create and save on Vera. However, you can only save 3 custom routines to your LumiSpa iO.

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HOW CAN I ACTIVATE MY CUSTOMISED SKIN CARE ROUTINE FROM MY APP?

1. Select your paired LumiSpa iO from the 'Devices' page
2. Tap on the option 'Explore LumiSpa Routines'
3. Select the custom routine you would like to activate
4. Tap 'Start Session'

HOW CAN I ACTIVATE A CUSTOMISED SKIN CARE ROUTINE DIRECTLY FROM MY LUMISPA IO DEVICE?

This only can be done if your skin care routine is saved or added to the device. Please follow these steps to do so:

1. Make sure that you have your Customised Skin Care routine already saved on 'My Routine'
2. Select and tap on the Customised Skin Care Routine that you want to add to your device – you will see the summary of your customised routine and press 'Add to Device' button
3. Choose the colour you want for this customised routine and press 'Next'
4. You will see your chosen customised routine added to 'Saved Device LumiSpa iO Routines' list
5. Press 'Update Presets' to complete the process of adding your chosen customised routine to your device
6. Now, to activate the skin care routine from your Lumi iO device, double-press the power button on your LumiSpa iO. You will first see the white LED lights. This puts your device in routine selection mode
7. Double-press the power button to toggle between the default and Customised Skin Care Routines
8. Press the power button once when you have landed on the colour/Customised Skin Care Routine you would like to activate

HOW CAN I KNOW IF A SKIN CARE ROUTINE IS ADDED/SAVED TO MY DEVICE?

1. Select your paired LumiSpa iO from the Devices page
2. Tap on the option 'Explore LumiSpa Routines'
3. On 'My Routine' section, you can see a device icon next to the name of the Skin Care Routines available if they are added or saved to the device

HOW I CAN EDIT MY CUSTOMISED SKIN CARE ROUTINE?

1. Select your paired LumiSpa iO from the 'Devices' page
2. Tap on the option 'Explore LumiSpa Routines'
3. Select the custom routine you would like to edit
4. Tap the pencil icon on the top-right side of the page
5. Make adjustments and save

DO I NEED TO SAVE MY CUSTOMISED SKIN CARE ROUTINE TO MY PHONE AGAIN AFTER HAVING EDITED IT?

No, your updated routine will include all edits you make after saving.

HOW MANY CUSTOMISED SKIN CARE ROUTINES I CAN SAVE ON MY LUMISPA DEVICE?

You can save 3 Customised Skin Care Routines on your LumiSpa iO.

HOW MANY ROUTINES CAN BE TRACKED?

120 routines can be stored on the wand. Any time the user connects their LumiSpa iO to Vera, those routines are sent to the cloud to be consumed by the app.

Lumi iO Device

HOW DO I UPDATE THE FIRMWARE ON MY LUMISPA IO?

When you first pair your LumiSpa iO with Vera, it will do an automatic check for firmware updates and install them if there is newer firmware available. Further firmware updates can be accessed through 'Device Settings'.

HOW DO I KNOW IF MY SILICONE HEAD NEEDS TO BE REPLACED?

When your device is connected to Vera, you will see a coloured badge under 'Attached head'. When the badge says 'Replace Now', it's time to replace your Silicone Head.

IS THE SILICONE HEAD REMINDER BASED ON NUMBER OF ROUTINES?

No, the life of the head is based on actual time, in minutes, that you have used your LumiSpa iO.

Good: 0-324 minutes

Replace Soon: 325-374 minutes

Replace Now: 375+ minutes

HOW CAN I RE-ORDER A SILICONE HEAD OR AN ACTIVATING CLEANSER FROM THE APP?

Go to the 'Products' section of Vera to find the product you would like to re-order.

HOW CAN I TRACK MY USAGE TO BETTER UNDERSTAND MY USAGE AND CORRECT ANY POTENTIAL MISUSE?

Check out the 'View Achievements' area for your LumiSpa iO usage. It will show you when you've used your device – even without the app - and any alerts you received during your active routine.

WHEN CAN I GET AN AWARD OR A BADGE BASED ON MY USAGE?

Badges are awarded for hitting different usage milestones. Check out the Awards area within the 'Achievements' section to get an overview of badges and their applicable milestones.

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Clinical studies conducted on ageLOC LumiSpa System. The results and efficacy can be extrapolated to ageLOC LumiSpa iO System.